Ministry of
Jobs, Tourism and Skills Training
and Minister Responsible for Labour

2015/16
Annual Service Plan Report

For more information on the British Columbia
Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour,
see Ministry Contact Information on page 24 or contact:

Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour
PO BOX 9846
STN PROV GOVT
VICTORIA, B.C.
V8W 9T2

or visit our website at
www.gov.bc.ca/jtst

Published by the Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

Minister's Message and Accountability Statement

The past year has clearly shown it is a good time to be living, working or raising a family in British Columbia. The province's diverse and strong economy continues to grow even during times of global economic volatility and low commodity prices. In fact, all indications show that B.C.'s economy will be leading the country in 2016 and 2017.

Our province has always relied on the natural resource sectors, but we now have record employment at 2.3 million people working thanks in part to tremendous diversity across our economy; from B.C.'s film, television and creative industries to our burgeoning tech industry that is driving innovation and job growth across all sectors.

The tourism sector in particular has had a tremendous year thanks to the work of Destination BC and the approximately 19,200 businesses and 127,500 employees in the sector. The province also released an updated Gaining the Edge strategy in September 2015 which included a refresh of B.C.'s tourism brand, Super, Natural British Columbia®, plus a stable three-year funding model through Destination BC for the community visitor services network. These developments, together with new direct flights to YVR from France, Japan, Switzerland, China, and Mexico, helped bring more than 4.9 million international visitors to B.C. in 2015 – more than the entire population of B.C.

Two years ago we launched *BC's Skills for Jobs Blueprint*, our plan to re-engineer B.C.'s education and training system and create a seamless path from classroom to workplace. *The Blueprint* continues to guide our skills training investments so we ensure all British Columbians can access the skills training they need for the in-demand jobs of the future. We are committed to having British Columbians first in line for jobs within our province.

We continue to ensure solid data leads our decision making. The *Labour Market Outlook 2014-2024* provides our government with calculated estimates of future supply and demand of jobs across the province by industry, occupation, education and skill level, as well as geographic region and investments needed for skills training.

In 2015/16 the Ministry invested over $4 million in Sector Labour Market Partnerships across a number of sectors to fund research to identify labour force issues, to develop strategies on how to address those issues, and to implement those strategic actions. But we know B.C.'s labour force won't be able to fill all of the nearly one million anticipated job openings so we will continue use economic immigration as a tool for keeping projects and sectors moving forward. For example, once again B.C. was able to fill all of its Provincial Nominee Program (PNP) spots allocated by the federal government. Each one of these spots is giving high-skilled, in-demand workers a pathway to permanent residence so they come to our province to live, work and raise a family.

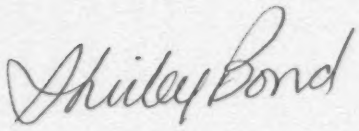
We've been focused on building our province's skilled labour force for tomorrow by announcing $7.8 million to support integrated youth trades programs in the K-12 system. We are also introducing more young British Columbians and their families to career planning through interactive events like Find Your Fit, which this past year has engaged with 79,000 individuals in 32 communities across B.C. The WorkBC website, government's online portal to career opportunities and planning, received 8.8 million visitors, who engaged with online tools like the Apprentice Job Match and the Blueprint Builder Tool and were able to search the WorkBC jobs board for openings.

We recognize that one of the best ways for young people to learn a new skill is through the apprenticeship system, which is why we continue to work with the Industry Training Authority, unions and employers to support the apprenticeship system of training. In July 2015, our government announced the Apprentices on Public Projects policy, which requires the use of registered apprentices on all public infrastructure projects $15 million and greater. We made great strides in Apprentice Mobility to allow registered apprentices from Nova Scotia and Newfoundland and Labrador the opportunity to continue to work and develop their skilled trades training in either province.

This year we also took important steps to make workplaces safer in our province. In 2015/16 the ministry implemented significant new improvements and protections through amendments to the Workers Compensation Act under Bills 9 and 35. These amendments improve workplace health and safety in the province, including B.C. sawmills, and give more authority to WorkSafeBC to protect British Columbians in their workplaces.

As government, we will continue to use every tool at our disposal to keep our economy diverse, strong and growing, creating opportunities for businesses and job creation.

The *Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour 2015/16 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2015/16 – 2017/18 Service Plan.* I am accountable for those results as reported.



Honorable Shirley Bond
Minister

Message from the Parliamentary Secretary for the BC Jobs Plan

As Parliamentary Secretary responsible for the *BC Jobs Plan*, I am excited to see how B.C.'s economy has developed, building on the strengths of our province's key sectors, our educated and skilled workforce and our government's fiscal discipline, since the *Job Plan's* launch in 2011.

The *BC Jobs Plan* was built on the foundation of eight key sectors of the economy: Agrifoods; Forestry; International Education; Mining and Energy; Natural Gas; Technology and Green Economy; Tourism; and Transportation. In the *3-Year Progress Update* we added four priority cross-sectors: Small Business, International Trade, Manufacturing, and Aboriginal Peoples and First Nations. In the *4-Year Update* we added a regional perspective with a spotlight on Vancouver Island/Coast to showcase some of the regional economic successes. We are also taking the opportunity to focus on a few industries that show great potential and will help to further diversify our economy: the apparel sector; film, television and media production; the craft beer industry; and, the financial services industry.

The *BC Jobs Plan* has given British Columbia a unique competitive advantage in Canada and internationally and helped keep B.C.'s economy diverse, strong and growing. That includes a record 2.3 million people working in B.C., more than $6 billion in economic growth last year, $20.3 billion in economic expansion since 2011, and more than 150,000 new jobs created since the release of the *Jobs Plan*.

Greg Kyllo
Parliamentary Secretary for the BC Jobs Plan

Table of Contents

Minister's Message and Accountability Statement 3
Message from the Parliamentary Secretary for the BC Jobs Plan 5
Purpose of the Ministry 7
Strategic Direction and Context 7
Report on Performance 8
Goals, Objectives, Strategies and Performance Results 9
Financial Report 20
Discussion of Results 20
Financial Report Summary Table 20
Crown Corporations Reporting out in a Ministry Annual Service Plan Report 22
Nechako-Kitamaat Development Fund Society 22
Appendix A: Contact Information 24
Appendix B: List of Crowns, Agencies, Boards and Commissions 25
Appendix C: N/A 26
Appendix D: Minister's Mandate and Actions Summary 27

Purpose of the Ministry

The Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour manages key lines of government services that help support and maintain the strong and diverse economy that British Columbians need for long-term prosperity. Our programs promote a supportive and attractive business and investment environment; maximize investment potential in B.C. communities; develop a skilled labour force that is ready to meet the challenges of our expanding industries; foster thriving business, tourism and creative sectors; and support workplaces that are safe, healthy and fair. This means seizing the opportunities and responding to the challenges of a globalized economy to support the creation of new jobs and to position ourselves for long-term growth.

The Ministry leads the development of government's economic strategy: *Canada Starts Here: The BC Jobs Plan*. The Ministry also works closely with the Ministries of Education and Advanced Education, Aboriginal Relations and Reconciliation and Social Development and Social Innovation to implement *B.C.'s Skills for Jobs Blueprint* – government's comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. Additionally, the Ministry collaborates with government, industry and communities to help advance government's liquefied natural gas (LNG) agenda.

The Ministry also plays a key role in implementing the #BCTECH Strategy, with an ongoing focus on deepening B.C's technology talent pool. The technology sector is a key driver of growth for our economy, with more than 86,000 jobs that pay wages 60 per cent higher than the B.C. average. B.C.'s world-class high tech clusters in areas such as information and communications technology, cleantech, engineering, life sciences, and digital media are driving the need for a workforce that is more creative and skilled than ever before.

The Ministry has an oversight role for the following Crown corporations: Destination British Columbia, the Industry Training Authority (ITA), and the Nechako-Kitamaat Development Fund Society. The Ministry also has legislative responsibility for a number of agencies, boards and commissions, including WorkSafeBC, the Labour Relations Board, the Employment Standards Tribunal and the Workers' Compensation Appeal Tribunal. For more information about the Ministry's many areas of responsibility and key initiatives, visit the Ministry's website at www.gov.bc.ca/jtst.

Strategic Direction and Context

Premier Christy Clark's June 10, 2014 Mandate Letter outlined the direction that informed the Ministry's service plan for the 2015/16 fiscal year.[1] This included: balancing the Ministry's budget; working with partners to implement *B.C.'s Skills for Jobs Blueprint*; updating and driving forward on the *BC Jobs Plan* and *Gaining the Edge* – the provincial tourism strategy – and working with WorkSafeBC to ensure that all recommendations of the Dyble Review on the Babine Mill explosion are implemented. The Ministry received additional direction in the Premier's July 30, 2015 Mandate Letter. More information on both these letters may be found in Appendix D of this report.

Additionally, the Ministry worked with its Crown corporations to implement the Taxpayer Accountability Principles to strengthen accountability, control costs and support strategic alignment. In 2015/16 this included developing engagement and evaluation plans for each of the Crowns in order

[1] April 1, 2015 to March 31, 2016.

to ensure that these public sector agencies continue to be effective and efficient in their service delivery, while doing so with integrity, respect and in the best interests of taxpayers. Additional detail about the plans can be found in each Crown's 2015/16 annual report.

The Ministry's operating environment in 2015/16 was marked by:

- Further diversification of B.C.'s economy, which enabled the province to continue growing despite a global slump in commodity prices. In 2015, B.C. experienced a 3.0 per cent ($6 billion) growth in GDP. In addition, B.C. was second in the country in job creation, adding approximately 27,800 new jobs – including 11,000 new jobs in manufacturing. B.C. also saw a shift from part-time jobs (-14,400) to full time jobs (+42,100).
- Strong growth in B.C.'s creative sector, including film and television, driven by a highly skilled workforce and competitive tax credits.
- Continued growth in the tourism sector and the launch of a re-freshed provincial tourism brand by Destination BC.
- The implementation of a number of key federal-provincial agreements, including the new Canada-BC Job Fund Agreement, Canada-BC Job Grant program – to help connect British Columbians to skills training and sustainable employment – and the new five-year Canada-B.C. Immigration Agreement, to attract, retain and integrate new workers, entrepreneurs and students to the province.
- The welcoming and settlement of over 2,300 Syrian refugees to the province.
- The release and ongoing implementation of recommendations from two Coroner Jury Inquests into the tragic 2012 sawmill explosions in Prince George and Burns Lake, and ongoing implementation of Gordon Macatee's action plan for WorkSafeBC which led to important *Workers Compensation Act* amendments (Bills 9 and 35) to improve workplace health and safety.
- Temporary or permanent industry closure or downsizing in the communities of Tumbler Ridge, Fraser lake, Canal Flats, Port Alice, Campbell River, Gibsons, Houston/Smithers, Prince Rupert and Chetwynd, which necessitated support from the Ministry's Community Transition Services team.

Report on Performance

The reference point for this annual report is the Ministry's *2015/16 – 2017/18 Service Plan*, which was informed in part by the June 10, 2014 mandate letters to Honourable Shirley Bond and Honourable Naomi Yamamoto, the former Minister of State for Small Business and Tourism. At the end of the fiscal year, 15 out of 16 deliverables listed in Minister Bond's mandate letter had been completed, while the remaining one was of an ongoing nature. Both of Minister of State Yamamoto's mandate letter deliverables had also been completed. More detail on actions taken in response to the mandate letters can be found in Appendix D of this report.

Consistent with its mandate letter direction, the Ministry worked to achieve the following goals over the past fiscal year:

Goal 1:	British Columbia has a skilled workforce that is ready to meet the challenges of our expanding industries
Goal 2:	British Columbia is recognized globally as a preferred place to invest and do business
Goal 3:	Investment potential in each of British Columbia's regions and communities is maximized
Goal 4:	British Columbia's tourism and creative sectors are thriving[2]
Goal 5:	Safe, healthy and fair workplaces, where employers and workers prosper and contribute to British Columbia's economic growth and prosperity

Of the Ministry's five performance measure targets for the year, three were exceeded, one was met and the results for one were not available at the time of publication.

The Ministry operates under the Taxpayer Accountability Principles, which strengthen accountability to the citizens of B.C. by providing a common platform of compensation and accountability across the public sector. The six principles – cost-consciousness (efficiency), accountability, appropriate compensation, service, respect and integrity – are integrated into the Ministry's operations and reflected in its service plans. In 2015/16 the Ministry also developed and implemented engagement and evaluation plans for each of its Crown corporations.

In July 2015, responsibility for small business and regulatory reform transitioned out of this Ministry and into the Ministry of Small Business and Red Tape Reduction. Performance results related to these portfolios are being reported through that ministry's 2015/16 annual report.

Goals, Objectives, Strategies and Performance Results

Goal 1: British Columbia has a skilled workforce that is ready to meet the challenges of our expanding industries

B.C. needs a skilled labour force to support job creation and economic growth. In alignment with *B.C.'s Skills for Jobs Blueprint*, the Ministry provides leadership to reduce demand-supply gaps in the labour market through targeted, data-driven skills development programs, the provision of labour information, and support for the attraction of new workers and entrepreneurs to the province. Through *B.C.'s Skills for Jobs Blueprint* we are making significant improvements to B.C.'s education and training system. These enhancements include: alignment of the Industry Training Authority (ITA) with the recommendations of the independent ITA Review, implementation of the six-year Canada-BC Job Fund, which provides $65 million per year to support skills and employment, and increases in the number of apprenticeships in high demand areas (such as programs for Aboriginal people, women, and immigrants).

[2] This goal originally stated "British Columbia's small business, tourism and creative sectors are thriving". Responsibility for small business was transferred to the Ministry of Small Business and Red Tape Reduction and Minister Responsible for the Liquor Distribution Branch in July 2015.

Objective 1.1: Support British Columbians to be first in line for the jobs of today and tomorrow by helping them develop the skills needed to take advantage of job opportunities

Strategies

Key strategies over the past year included:

- Continuing to implement the *B.C.'s Skills for Jobs Blueprint* – a comprehensive strategy to re-engineer B.C.'s education and skills training system – in close collaboration with the Ministries of Education and Advanced Education.
- Implementing the Canada-BC Job Fund, which supports employers in developing a strong and adaptable workforce and provides tools for those who are struggling to gain a foothold in the job market, such as youth, aboriginal persons, and persons with disabilities.
- Continuing to implement the *#BCTech Strategy* in partnerships with seven other ministries to ensure B.C. is able to develop the talent required to support our burgeoning tech sector.
- Continuing to work closely with employers, industry, labour and the ITA to target skills training and increase the number of apprenticeships in high-demand occupations, remove barriers that limit labour mobility, and increase the participation of industry and labour in the skills training system.
- Publishing the *Labour Market Outlook 2014-2024* to ensure the best available labour market information is used to align skills training priorities with labour market needs.
- Continuing to share labour market information on WorkBC.ca using innovative platforms and social media to help all British Columbians make informed education, training and career decisions and to promote entrepreneurship.
- Working to implement the *Resource Sector Labour Strategy Accord* with the federal government and secure flexibility in accessing the skilled labour that will be required to successfully deliver expanded LNG and other resource industries in B.C.
- Through the Sector Labour Market Partnerships program, supporting sectors – including B.C.'s fast growing technology sector – to develop detailed information on their labour market needs and to design and implement strategies to address those needs.

Objective 1.2: Attract and retain new workers, entrepreneurs and students throughout British Columbia and facilitate integration of them and their families

Strategies

Key strategies over the past year included:

- Using the Provincial Nominee Program (PNP) to attract and retain more economic immigrants with the skills to meet specific labour market needs that support *BC Jobs Plan* priorities.

- Modernizing and streamlining the PNP application process through a new online application system and a more efficient application review.
- Through the new Express Entry British Columbia stream of the PNP, providing an expedited pathway to permanent residency for skilled workers from around the world.
- Actively working to prepare B.C. communities for the arrival of 2,300 Syrian refugees, including by establishing a $1 million Refugee Readiness Fund.
- Improving employers' access to workers from outside the province through the provision of information, access to international talent attraction strategies and programs and pilot projects to streamline the attraction and retention of temporary foreign workers and international students.
- Working with the federal government to enhance the responsiveness of federal immigration programs to B.C.'s labour market and economic needs, in particular by working to increase B.C.'s annual PNP allocation levels.
- Working with members of the New West Partnership to break down barriers with respect to the mobility of labour across provincial borders.
- Developing and implementing social marketing strategies to promote B.C. as a destination of choice to work and live.
- Promoting all available immigration streams as pathways for temporary residents in B.C. to become permanent residents.

Performance Measure 1: Percentage of available Provincial Nominee Program nominations utilized by B.C.

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Percentage of available Provincial Nominee Program nominations utilized by B.C.[1]	100%	100%	100%	100%	Maintain 100%	Maintain 100%

Data Source: Workforce Development and Immigration Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

[1] This measure includes the number of principal applicants selected under the Entrepreneur, Skills Immigration, and Express Entry BC categories.

Discussion:

The Provincial Nominee Program (PNP) offers accelerated immigration for qualified skilled workers and experienced entrepreneurs who can contribute economically to the province. While the PNP is a provincially administered program, the federal government sets the annual number of nominations available to each province and is responsible for issuing permanent resident visas. The Ministry's target is to utilize 100 per cent of this federal allotment each year. In 2015/16 the Ministry met this

target, utilizing 100 per cent of its allotted 5,800 nominations – including 300 Express Entry nominations. This constituted a 40 per cent increase over 2014/15. In parallel with a significant increase in nominations, the PNP implemented an extensive program redesign to improve processing times and maximize the economic impact of B.C's. limited nomination allocation.

Over the past year, the Ministry continued to strongly advocate for an increase to the PNP allocation and to overall economic immigration levels in order to meet the needs of the labour market. However, the federal government's commitment to welcoming 25,000 Syrian refugees between November 2015 and March 2016 and to decreasing processing backlogs for the Family Class and Caregiver immigration streams significantly impacted its capacity for increases to economic immigration. As a result, all provinces' PNP allocations remained at status quo for 2016.

Goal 2: British Columbia is recognized globally as a preferred place to invest and do business[3]

In today's globalized world, capital and businesses are more mobile than ever, flowing easily across borders to where opportunities for growth are the greatest. To successfully compete in this environment, B.C. must support investment and enhance its global reputation as a preferred place to do business.

Objective 2.1: Facilitate major investments

Strategies

Key strategies over the past year included:

- Through the Major Investments Office, helping proponents, various levels of government and First Nations work together to advance investment decisions.
- Through investor hosting services, ensuring significant investors have a positive experience when visiting B.C.
- Working across government to: help facilitate timely permitting and approvals for major projects; ensure B.C.'s investment attraction strategies in all ministries are aligned and collaborative, and; identify potential new areas for growth and help develop competitive strategies to pursue investments.

Goal 3: Investment potential in each of B.C.'s regions and communities is maximized

Investment is a key contributor to economic growth. The Ministry works to support communities and regions to become investment-ready by assisting with economic development strategies and by attracting and facilitating investments across the province. The Ministry also works with industry and

[3] One of the original objectives under this goal, "Objective 2.2: Reduce red tape for businesses and citizens" transitioned to the Ministry of Small Business and Red Tape Reduction in July 2015 and is being reported out on through that ministry's annual report.

their representative associations to identify and reduce barriers and constraints to job creation and growth, thereby improving productivity and competitiveness. Since the *Canada Starts Here: The BC Jobs Plan* launch in the fall of 2011, B.C. has added more than 150,000 jobs and the provincial economy has grown by $20.3 billion.

Objective 3.1: Enhance investment attraction and economic opportunities within each of B.C.'s key sectors

Strategies

Key strategies over the past year included:

- Leading the development of the *BC Jobs Plan 4-Year Progress Update*, which was released on Dec. 7, 2015.
- Monitoring progress across government of *BC Jobs Plan* strategies and objectives, and assessing their impact on the provincial economy.
- Supporting the work of the Aboriginal Business and Investment Council.
- Helping connect B.C.'s international trade representatives from the Ministry of International Trade with business opportunities and products in B.C.
- Developing strategies to support the growth of B.C.'s manufacturers and aerospace industry and to leverage marine sector opportunities from the *National Shipbuilding Procurement Strategy*.
- Identifying and reducing barriers and constraints impacting development across all sectors, including B.C.'s fast-growing technology sector.
- Supporting government policy and programming relating to economic and job creation impacts.
- Assisting B.C. companies in becoming more competitive and better able to participate in global supply chains.
- Working with the Premier's Economic Council (PWEC) to identify initiatives and ideas to advance women's role in the economy.

Performance Measure 2: Development and implementation of the marine, aerospace and manufacturing sub-sector strategies

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Development and implementation of the marine, aerospace and manufacturing sub-sector strategies	N/A[1]	Three sub-sector strategies completed	50% of strategy commitments underway	100% of strategy commitment underway	75% of strategy commitments underway[2]	100% of strategy commitments underway or completed[2]

Data Source: Economic Development Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

[1] This measure first appeared in the Ministry's *2014/15-2016/17 Service Plan.*

[2] Targets are reported as shown in the ministry's most recent, *2016/17 – 2018/19 Service Plan* (published Feb. 2016). Given that the 2015/16 target was exceeded, targets for 2016/17 and 2017/18 will be adjusted in the ministry's next service plan.

Discussion:

The *BC Jobs Plan* committed to supporting the growth of B.C.'s manufacturers, the B.C. aerospace industry and marine sector. In 2014/15, the Ministry completed three strategies to promote growth in these sectors. By the end of 2015/16, 100 per cent of the actions contained in these strategies were underway. Key work during the year included:

- Assisting manufacturers to understand and respond to labour market needs through Access to Labour roundtables and manufacturing sector Labour Market Partnerships.
- Leveraging provincial support to increase market access opportunities for B.C. aerospace companies.
- Facilitating $1.9 million of new federal funding to support aerospace research and development in B.C.
- Supporting the establishment of the Association of BC Marine Industries (ABCMI).
- Supporting the development of the B.C. Shipbuilding and Ship Repair Industry Tax Credit.
- Assisting Seaspan to access $582,000 in federal funding to support the training of 260 marine sector workers.

Objective 3.2: Increase the capacity of communities to support economic development, diversification and resilience across all regions of B.C.

Strategies

Key strategies over the past year included:

- Developing and sharing economic development best practices, government programming and supports with municipalities, regional districts and First Nations communities, for example, by hosting webinars on topics of interest to communities, such as Growing Export Markets in Agri-foods Manufacturing.
- Leading the coordination of cross-government transition supports to communities experiencing significant economic dislocation such as the closure or indefinite curtailment of major industry.
- Supporting the work of the Ministry of Forests, Lands and Natural Resource Operations pertaining to the Rural Advisory Council.
- Providing communities and businesses with online economic development tools such as the Business Attraction Toolkit, BC Economic Atlas, the First Nations Economic Development Database and refreshing the government economic development portal: www.gov.bc.ca/economicdevelopment.
- Working with communities and regions to promote local business and investment opportunities by transitioning all the information previously housed on the OpportunitiesBC website to the Ministry of International Trade-led britishcolumbia.ca website.
- Supporting B.C.'s international trade and investment opportunities by connecting with communities and encouraging investment in the province.

Goal 4: British Columbia's tourism and creative sectors are thriving

Tourism and creative sectors are key segments of B.C.'s economy. In 2015/16, the Ministry has built on key initiatives, such as *Gaining the Edge: 2015-2018, British Columbia's Tourism Strategy*, the new BC Film & Television Office in Los Angeles and the establishment of the B.C. Music Fund to promote growth and job creation across these sectors.[4]

Objective 4.1: Work to ensure a globally competitive tourism industry across all regions of the province

Strategies

Key strategies over the past year included:

- Refreshing *Gaining the Edge: 2015-2018, British Columbia's Tourism Strategy* and continuing to oversee the implementation of this strategy, by working with Destination BC and other key partners.
- Through Destination BC, marketing British Columbia nationally and internationally.
- Partnering with Destination BC to develop a provincial tourism destination development framework to help industry, communities and sectors develop and expand their tourism products and deliver the remarkable experiences today's travellers are seeking.
- Working with the federal, provincial and territorial governments to improve traveler access (e.g., border issues, visa issues and air access).
- Improving the effectiveness and accountability of the Municipal and Regional District Tax (MRDT) to better align and amplify results from community and provincial marketing activities.
- Providing $10.5 million in funding to 14 resort municipalities to enhance and support tourism infrastructure and programming through the Resort Municipality Initiative.
- Working with First Nations organizations, such as the Aboriginal Tourism Association of BC, to foster opportunities to increase the number of Aboriginal tourism businesses and jobs.
- Working with the tourism industry to address workforce challenges and opportunities associated with the incredible diversity of careers and flexible job options found in this key sector.
- Working with other ministries to align Provincial investments and programs in support of tourism, for example, by: investing $3 million annually for three years to upgrade highway travel services, updating the cultural assets strategy, and implementing a new five-year hosting strategy.

[4] Prior to the transition of responsibility for small business out of the Ministry in August 2015, Goal 4 used to include Obj. 4.1 "Make B.C. the most small business friendly jurisdiction in Canada". This objective will be reported out on through the Ministry of Small Business and Red Tape Reduction's 2015/16 annual report.

- Launching the Tourism Events Program to support the planning, marketing and organization of events and celebrations with high tourism value (the first funded event – the Men's Rugby Sevens tournament – took place in Vancouver in March 2016).

Performance Measure 3: Provincial Tourism Revenue Growth

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Provincial Tourism Revenue Growth	3.6%	5.1%	5%	Available in Fall 2016[1]	5%	5%

Data Source: Provincial tourism revenues are estimated by BC Stats based on data on revenues of B.C. tourism businesses. This measure is calculated on a calendar year basis. For example, the 2016/17 target is based on the period from January 1, 2016 to December 31, 2016.

[1] Results for this measure normally become available in the fall following the end of the reporting year.

Discussion:

Provincial tourism revenue growth is a key measure for tracking the health and growth of the tourism industry. In 2014, tourism generated $14.6 billion in revenue, a 5.1 per cent increase over 2013 and a 37.7 per cent increase from 2004. While revenue data for 2015 is not yet available, a 7.9 per cent increase in international overnight visitor entries to B.C. last year, and a 4.9 per cent increase in YVR passenger volume, suggests that 2015 was another strong year for B.C. tourism.

The robust growth in this sector can be linked to a number of factors, including the marketing efforts of DestinationBC and our industry partners, increased number of direct flights to B.C. and a lower Canadian dollar.

Objective 4.2: British Columbia has a dynamic and sustainable creative sector

Strategies

Key strategies over the past year included:

- Partnering with BC Stats and sector stakeholders to evaluate the size and economic impact of B.C.'s creative sector and work to raise awareness of the sector's contributions.
- Supporting work to build new opportunities for British Columbia's screen-based content and services, including creation of a British Columbia presence in Los Angeles and new international partnerships and initiatives.
- Supporting Creative BC in its unique role in advancing the interests of British Columbia's creative sector.
- Supporting the establishment of the B.C. Music Fund to promote growth and job creation across B.C.'s vibrant music sector.

Goal 5: Safe, healthy and fair workplaces where employers and workers prosper and contribute to British Columbia's economic growth and prosperity

The Ministry supports *Canada Starts Here: The BC Jobs Plan* by maintaining a stable labour environment in the province and by supporting a fair workers' compensation system, ensuring worker safety, and minimum employment standards. In practice, this means promoting labour stability by monitoring and assisting parties in negotiations. It also means balancing the interests of employers and workers. The Ministry does this through employment standards and workplace health and safety standards that attract and protect all B.C. workers and through a fair and equitable workers' compensation system for workers and employers. Finally, the Ministry is committed to continued action designed to ensure a world class health and safety regime in B.C.

Objective 5.1: Labour laws and policy are responsive to, and supportive of, the evolving world of work

Strategies:

Key strategies over the past year included:

- Monitoring the evolving world of work and collecting feedback on labour laws, policy and other key issues through ongoing communication and dialogue with workers, employers, stakeholders and the public.
- Working with WorkSafeBC to build on the substantial progress to date to ensure all of the recommendations included in John Dyble's review on the Babine Mill explosion and Gordon Macatee's *WorkSafeBC Review and Action Plan* are implemented.
- Ensuring the recommendations flowing from the two Coroner Jury Inquests (regarding the Lakeland and Babine mill explosions) were addressed by government and WorkSafeBC in a meaningful way.
- Supporting the independent review of the *Employment Standards Act* that the British Columbia Law Institute is undertaking to make recommendations for amending the Act, as necessary, to reflect minimum standards that are appropriate for present and evolving realities in B.C. workplaces.

Objective 5.2: Clients and stakeholders are aware of and understand labour requirements and processes

Strategies:

Key strategies over the past year included:

- Conducting outreach, education and training, and making educational materials available in relation to employment standards, the workers' compensation system and the *Labour Relations Code*.

- Addressing potential language barriers within various ethnic communities by providing information and services in multiple languages where practicable through leveraging our multilingual workforce.
- Providing direct workers' compensation assistance, guidance, representation and advisory services to workers and employers through the Workers' Advisers Office and the Employers' Advisers Office.

Performance Measure 4: Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch (ESB)

Performance Measure	2004/05 Baseline	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Percentage of employers whose employment practices resulted in no complaints being registered with the ESB	97.7%	97.8%	98.0%	Maintain or improve on baseline	98.1%	Maintain or improve on baseline	Maintain or improve on baseline

Data Source: Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.
Note: This measure is determined by dividing the total number of employers not subject to complaints filed with the Employment Standards Branch within a fiscal year by the total number of business establishments with employees throughout the province.

Discussion:

This performance measure is both a reflection of labour stability and of employer and worker knowledge of requirements and processes. A high percentage of employers without employee complaints registered with the Employment Standards Branch indicates a comprehensive and widespread understanding of Labour requirements and processes. This in turn creates the stable labour climate that the *BC Jobs Plan* is based upon. In 2015/16 the Ministry met its target of improving on the baseline of 97.7 per cent established in 2004/05. 2015/16 saw 98.1 per cent of businesses in the province with no complaints filed against them.

Objective 5.3: Accessible, reliable and timely services

Strategies:

Key strategies over the past year included:

- Tracking, analyzing and reporting out on service timelines.
- Using client satisfaction surveys to gather feedback about how service delivery can be improved.

Performance Measure 5: Percentage of Employment Standards Branch cases resolved within 180 days

Performance Measure	2010/11 Baseline	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Percentage of Employment Standards Branch cases resolved within 180 days	78%	74.5%	81.1%	Greater than 78%	85.5%	Greater than 78%	Greater than 78%

Data Source: Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.
Note: The measure is based on a 2010/2011 baseline and is calculated by dividing the number of complaints resolved within 180 days by the total number of complaints filed.

Discussion:

By striving to resolve complaints within the 180-day time period, the Ministry is able to establish clear expectations for workers and employers. In 2015/16, the Ministry met/exceeded its target for the year, with 85.5 per cent of Employment Standards Branch cases being resolved within 180 days.

Financial Report

Discussion of Results

This Discussion of Results reports on the Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour financial results for the year ended March 31, 2016 and should be read in conjunction with the Financial Report Summary Table provided below.

Operations:

- This year, the Ministry realized savings in some program areas, which were used to offset the costs of providing additional support to economic development initiatives.
- In 2015/16, additional financial appropriation was provided through access to contingencies to support aerospace initiatives, the Refugee Readiness Fund and the Resort Municipality Initiative. In addition, the Ministry received contingency access of $15 million toward the creation of a new BC Music Fund to support various activities in the music industry.
- In 2015/16, the Ministry underwent a reorganization and a portion of the Ministry's appropriation relating to Tourism and Small Business, as well as to Executive and Support Services, was transferred to create the Ministry of Small Business and Red Tape Reduction (SBRTR). This reorganization had the following impacts on the Ministry's year-end financial reporting:
    - Tourism and Small Business estimated authorization is reduced by $2,500,000 and reported under SBRTR
    - Executive and Support Services estimated authorization is reduced by $283,000 and reported under SBRTR
    - Surpluses of $70,000 are reported against these appropriations in 2015/16 under SBRTR

  These surpluses are attributable to the Ministry of Jobs Tourism and Skills Training's total voted appropriation resulting in no overall variance.

Financial Report Summary Table

	Estimated	Other Authorizations[1]	Total Estimated	Actual	Variance[4]
Operating Expenses ($000)					
Labour Market and Immigration	15,497	379	15,876	15,620	(256)
Labour Programs	14,272	0	14,272	14,114	(158)
Workforce Development	1,577	0	1,577	1,545	(32)
Tourism and Small Business	7,483	23,000	30,483	30,587	104

Major Investments Office	2,871	0	2,871	1,528	(1,343)
Economic Development	6,812	474	7,286	9,210	1,924
Transfers to Crown Corporations and Agencies	145,468	0	145,468	145,468	0
Executive and Support Services	4,380	(283)	4,097	3,928	(169)
Northern Development Fund	500	0	500	500	0
Sub-Total	**198,860**	**23,570**	**222,430**	**222,500**	**70**
Adjustment of Prior Year Accural[3]	0	0	0	(201)	(201)
Total	198,860	23,570	222,430	222,299	(131)
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Labour Programs	3	0	3	0	(3)
Executive and Support Services	1,864	0	1,864	2,858	994
Total	**1,867**	**0**	**1,867**	**2,858**	**991**

[1] Other Authorizations:

Contingency Access	**$26.353 million**
BC Music Fund Grant	$15.000 million
Resort Municipality Initiative	$10.500 million
Aerospace Sector Funding	$ 0.474 million
Refugee Readiness Fund	$ 0.379 million

Government reorganization

Transfer to the Ministry of Small Business and Red Tape Reduction $2.783 million

[2] Explanations of variances greater than 5 per cent.

- Major Investments Office: Under expenditure due to operational savings to offset pressures in other divisions.
- Economic Development: Over expenditure to fund economic development initiatives.
- Capital: Tenant improvement costs for the Wood Innovation Design Centre (WIDC). The variance is due from the timing of cash flows to align with the construction schedule. For 2016/17 onwards, the responsibility of the WIDC is being transferred to Shared Services BC, within the Ministry of Technology, Innovation and Citizens' Services.

[3] The Adjustment of Prior Year Accrual of $0.201 million is a reversal of accruals in the previous year.

[4] The excess in actual expenses over the appropriation amounts was a result of a government reorganization. The excess was offset by savings in another ministry and resulted in no excess spending for the Vote.

Crown Corporations Reporting out in a Ministry Annual Service Plan Report

Nechako-Kitamaat Development Fund Society

Organizational Overview

The Nechako-Kitamaat Development Fund Society (NKDFS) was incorporated on August 18, 1999 to support sustainable economic activity in northern communities affected by the Kemano Completion Project and by the creation of the Nechako Reservoir. The Government of British Columbia provides NKDFS with $500,000 annually from the Northern Development Fund, a 50-50 cost-sharing partnership fund created by the Province and Alcan.

NKDFS spends the income from its long-term investments on programs and projects that meet each community's goals for economic development and community stability. For more information on the Nechako-Kitamaat Development Fund Society, visit its website at www.nkdf.org.

Corporate Governance

The NKDFS is governed by a government-appointed board of directors, the majority of who live in the investment area and represent a range of regional interests. Board seats during the past year were held by:

- Doris Fraser, Kitamaat Village
- Greg Goodwin, Province of BC
- Ray Klingspohn, Vanderhoof (Secretary/Treasurer)
- Kathie LaForge, Vanderhoof
- Jamie Neilson, Fraser Lake
- Lianne Olson, Rio Tinto
- Mike Robertson, Southside
- Wayne Salewski, Vanderhoof (Chair)
- Shelley Wall, Burns Lake

Performance Results for 2015/16

The Society received a total of 15 new applications during the 2015/16 fiscal year and approved 13, totaling $499,396. Two examples of the approved projects are:

Village of Fraser Lake – Move the Museum, $100,000.00

This funding is for the Village of Fraser Lake to relocate the Fraser Lake Museum and Visitor Information Centre across the highway as well as renovate the interior of the museum and update and repair museum exhibits. Relocating the museum has the potential to encourage future development on the adjacent lots as well as make the Museum/Visitors Centre more visible to traffic and draw in more visitors each season.

District of Vanderhoof – Aquatic Centre, $100,000.00

This approval is for the District of Vanderhoof to undertaking the securing of architectural and construction drawings for the proposed Vanderhoof Regional Aquatic Centre.

NKDFS Financial Resource Summary Table

	2014/15 Actual	2015/16 Budget	2015/16 Actual
Revenues	590,000[1]	577,000[1]	584,000[1]
Expenses	581,000	600,000	447,000[2]
Net Income	**9,000**	**(23,000)**	**137,000**

[1] Revenues in excess of the $500,000 provided annually to NKDFS by the Northern Development Fund are from NKDFS investments. More information is available in NKDFS annual reports, available on the society's website: www.nkdf.org/.
[2] The NKDFS Board approved a total of $499,396 in grants in 2015/16 and disbursed $447,000.

Appendix A: Contact Information

Minister's Office
Honourable Shirley Bond
Minister of Jobs, Tourism and Skills Training and
Minister Responsible for Labour
PO Box 9071
Stn Prov Govt
Victoria B.C. V8W 9E2
Email: JTST.Minister@gov.bc.ca
Phone: 250 356-2771

Parliamentary Secretary for the BC Jobs Plan
Greg Kyllo
Parliamentary Secretary for the BC Jobs Plan
East Annex, Parliament Buildings
Victoria, B.C. V8V 1X4
Email: greg.kyllo.mla@leg.bc.ca
Phone: 250 953-0964

Deputy Minister's Office
Shannon Baskerville
Deputy Minister
Ministry of Jobs, Tourism and Skills Training and
Minister Responsible for Labour
PO Box 9846
Stn Prov Govt
Victoria, B.C. V8W 9T2
Email: DM.JTST@gov.bc.ca
Phone: 250 952-0103

To learn more about the numerous programs and services provided by the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour, please visit www.gov.bc.ca/jtst.

To find a specific person or program in the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour, you can use the B.C. Government Directory.

Appendix B: List of Crowns, Agencies, Boards and Commissions

Crown Corporations
Destination BC
Industry Training Authority
Nechako-Kitamaat Development Fund Society

Agencies, Boards and Commissions
Aboriginal Business and Investment Council
Employment Standards Tribunal
Industry Training Appeal Board
Labour Relations Board
Minister's Council on Tourism
North Island-Coast Development Initiative Trust
Northern Development Initiative Trust
Southern Interior Development Initiative Trust
WorkSafeBC
Workers' Compensation Appeal Tribunal

Appendix C: N/A

This appendix relates to significant independent or semi-independent operating segments. There are no such segments within the Ministry.

Appendix D: Minister's Mandate and Actions Summary

The below table summarizes the Ministry's work in 2015/16 to implement the direction contained in Premier Christy Clark's June 10, 2014 Mandate Letters to Honourable Shirley Bond, Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour, and Honourable Naomi Yamamoto, the former Minister of State for Tourism and Small Business. The Ministry received additional direction for the 2015/16 fiscal year through Premier Clark's July 30, 2015 Mandate Letter. Detailed reporting on the actions resulting from the July 2015 letter will be provided in the Ministry's 2016/17 annual report.

Mandate Letter Direction to Hon. Shirley Bond	Ministry's Action (in 2015/16)
1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.	**Completed** – The Ministry met its financial targets for the year. This will be verified through the release of the 2015/16 Public Accounts in July 2016.
2. Working with the Ministries of Education and Advanced Education to implement the commitments and actions contained in BC's Skills for Jobs Blueprint.	**Completed** – The Ministry has fully, or substantially, addressed all of its commitments outlined in the *Blueprint*, such as the release of the *Labour Market Outlook*, creation of the Apprentice Job Match tool, implementation of the Apprentices on Public Projects policy and ongoing Find Your Fit tours. The Ministry continues to Chair Labour Market Priorities Board to ensure coordinated implementation of all *Blueprint* actions across government.
3. Complete an update of the BC Jobs Plan by December 31, 2014.	**Completed** – The Jobs Plan was refreshed in September 2014, with the release of the *3-Year Progress Update*. Out of a total of 203 "looking ahead" commitments announced by government between 2011 and 2014, 202 (99.5%) were met, while one remained in progress by the end of the 2015/16 fiscal year.
4. Implement the recommendations of Jessica McDonald's report on the Industry Training Authority.	**Ongoing** – Government has accepted all 29 recommendations contained in the McDonald Report. By the end of 2015/16, 23 of these recommendations were completed and six remained in progress.
5. With the Ministries of Finance and Transportation and Infrastructure, review and make recommendations to Cabinet on potential apprenticeship requirements on public sector projects.	**Completed** – The Ministry announced a new Apprentices on Public Projects policy, effective July 1, 2015, requiring that all public projects over $15 million hire, train, and report on the use of registered apprentices.
6. Monitor and report to Cabinet the effectiveness of the Canada Jobs Grant and its ability to provide the training necessary to improve the lives of British Columbians.	**Completed** – The Ministry participated in a federal-provincial-territorial review of this program in December 2015 and continues to assess program performance and report to Cabinet an ongoing basis.

7. Continue the sectoral jobs round tables outcomes to ensure that government is meeting the needs of industries as they face the challenges of a growing economy.	**Completed** – The Ministry organized 13 sectoral round tables in 2015/16, attracting 644 participants. The round tables were co-hosted with industry associations and employers to create awareness of and stimulate engagement about how sectors can access skilled labour and satisfy human resource requirements.
8. Work with the Ministry of Education to improve access for students who wish go into the trades to participate in credited applied trades skills programs while in high school.	**Completed** – The Ministry continued to deliver the Find Your Fit tour to communities across B.C., reaching 68,000 students to date, including at the January 2016 Tech Summit. Additionally, the Industry Training Authority provided 26 school districts with Secondary School Apprenticeship funding to connect students with trades and help them earn while they learn.
9. Work with Intergovernmental Relations to ensure British Columbia is treated fairly by the federal government under the Provincial Nominee Program.	**Completed** – The Ministry's work in this area helped B.C. secure an increase of 300 nominations for 2015, to a total of 5,800. The federal government has recently confirmed that the PNP allocation will remain at 5,800 for 2016. The Ministry has also began co-chairing the national Levels Working Group and working with its federal and provincial partners to strengthen the levels planning process and improve the use of provincial/territorial labour market data.
10. Work with Intergovernmental Relations on the resource sector labour strategy to implement the Resource Sector Labour Strategy Accord with the federal government and secure flexibility in accessing the skilled labour that will be required to successfully deliver a new Liquefied Natural Gas industry in BC and other resource industries.	**Completed** – In January 2015, the B.C. and federal governments met to discuss joint efforts to ensure a skilled and productive workforce for the natural resource sector, and agreed to work together on a number of key areas related to the Strong Resource Economy Memorandum of Understanding (previously referred to as the Resource Sector Labour Strategy Accord). In February 2016, the B.C. and federal governments partnered on a BC Jobs Roundtable and offered a joint statement outlining efforts to work together to ensure Canadians and British Columbians have access to the skills and training they need to succeed in B.C.'s labour market.
11. Execute on our provincial tourism strategy and achieve the goals described in our provincial tourism strategy, Gaining the Edge.	**Completed** – Government released an updated provincial tourism strategy, *Gaining the Edge: 2015-2018* on September 21, 2015. Key actions in 2015/16 included: • Development of a new three-year Destination BC funding for the community visitor services network. • Distribution of $10.5 million to 14 resort communities under the Resort Municipality Initiative. • Updating of the Adventure Tourism Policy to strengthen long-term business certainty for operators.

12. Work with Finance to review the digital, audio and video effects film tax credits and make recommendations to Cabinet on options for reform.	**Completed** – The Ministry worked to review the tax credits as part of the industry-Government tax credit working group. Government recently announced it will set the basic production services tax credit rate at 28 per cent and the digital animation or visual effects (DAVE) tax credit rate at 16 per cent, subject to approval by the legislature and the implementation of the necessary regulations.
13. Work with WorkSafe BC to ensure all recommendations of the Dyble Review on the Babine Mill explosion are implemented.	**Completed** – In his July 2014 report, WorkSafeBC Review and Action Plan, Gordon Macatee reported that implementation of the Dyble recommendations was largely completed. Later that year, implementation was finalized, with WorkSafeBC: • Signing Memoranda of Understanding with Police Services and the Criminal Justice Branch (CJB) to ensure thorough, timely and effective investigations of workplace deaths and injuries. • Developing a guideline, in consultation with CJB, for referring prosecutorial investigations to the CJB.
14. Continue to share labour market data on provincial job opportunities through the Work BC program.	**Completed** – WorkBC.ca has become B.C.'s premier source for labour market information, including a job board and career planning resources. The site received over 8.8 million visits in 2015/16.
15. Work with the members of the New West Partnership to break down provincial barriers with respect to the mobility of labour across our provincial borders.	**Completed** – All commitments included in the New West Partnership apprentice mobility project were concluded by April 2015. In 2015/16, B.C., Alberta and Saskatchewan focused on the implementation of the Provincial-Territorial Apprentice Mobility Protocol announced by the Council of the Federation in July 2015. In January 2016, the apprentice mobility initiative was implemented in provinces and territories across Canada.
16. Ensure the Buy BC LNG program is operational by January 1, 2015.	**Completed** – By the end of 2015/16, there were over 1,200 businesses registered in the LNG-Buy BC searchable database. Approximately 68 per cent of these companies were small businesses and nearly 10 per cent had Aboriginal affiliation.